

Position Description

Facility Administrator

Date: March 2024

Division: Corporate and Community

Position title:	Facility Administrator
Classification:	Clerical - Grade 4
Reports to:	Manager – Residential Aged Care
Direct reports:	Maintenance Officer, Cook, Cleaner and Leisure & Lifestyle Coordinators
Liaison:	Internal – McMaugh Gardens staff and other Council staff External – Government departments, Consumers/Residents and their families/carers, Other community service organisations
Position purpose:	<ul style="list-style-type: none"> To provide high level administrative support to the Manager Residential Aged Care and McMaugh Gardens team In consultation with the Facility Manager perform the intake and assessment function and determine eligibility for potential consumers/residents who are frail aged, and facilitates their smooth entry into the service after determining facility capacity. To effectively develop, implement and manage a range of programs including but not limited to resident activities, maintenance, cleaning and food safety programs In consultation with the Facility Manager develop rosters and allocations for staff to ensure adequate coverage for various departments. Drive the quality improvement program for McMaugh Gardens to meet all accreditation and other quality requirements. <p>Support the development of material and information on McMaugh Gardens</p>
<p>All activities comply with all Work Health and Safety legislation, policies and procedures.</p> <p>This document describes the main responsibilities of the position and is not designed to be prescriptive. The staff member can expect to undertake other duties in addition to those described in this document.</p> <p>All staff are expected to demonstrate behaviours that align with Council’s core values, Code of Conduct, Work, Health and Safety and Equal Employment Opportunity Principles.</p>	

1. Organisational Commitment

Employees are required to work in a manner that is consistent with legislative requirements and the Uralla Shire Council mission, values and customer service.

Mission: Uralla Shire Council listens to and facilitates the aspirations of the community.

Values:	Unity	We succeed as a team with integrity and accountability Indicators: no dishonesty; mistakes are identified and corrected.
	Safety	Keeping our people and community safe Indicators: Hazard reporting is high; incident occurrence is low.
	Commitment to Service	We use resources efficiently in an equitable manner Indicators: Council service is fair, tailored and within resources.

Council service principles:	Respect	<i>All people are equal</i>
	Accountability	<i>In the interest of the community</i>
	Honesty	<i>We act on facts</i>
	Efficiency	<i>Value-for-money use of resources</i>
	Equity	<i>We are genuinely fair</i>
	Communication	<i>We are clear and concise</i>

Accordingly all employees are to demonstrate the following inherent requirements:

- **Professionalism, Integrity & Ethics**– display a high level of effort and commitment to work performance, exercise reasonable skills and diligence, adhere to Council and industry standards and codes of ethics, and demonstrate trustworthiness and responsible behavior.
- **Teamwork** - encourage and facilitate cooperation, pride, trust, and group identity; foster commitment and team spirit; work cooperatively with others to achieve required outcomes.
- **Customer Service** - work and communicate with the general public, internal and external customers to provide information and quality services targeted to meet customer expectations.

2. Responsibilities, Competencies and Accountabilities

Core Responsibilities

Intake

This role supports the intake of new consumers/residents, including but not limited to:

- Support McMaugh Gardens with administration intake for new consumers/residents and respite clients including development and implementation of robust intake procedures and materials
- Compile and review waiting lists according to priority.
- Liaising with families and consumers of their status in regards to permanent occupancy.

Administration & Quality Functions

- Administrative Support to Manager residential aged care including managing all administrative requirements of McMaugh Garden's.
- Ensure rosters for McMaugh Garden's are developed in advance and meet the needs and objective of the service.
- Contract Management administration including monitoring of contractual obligations and informing management team of due dates.
- Supporting and coordinating monthly reporting functions, including reports from each responsible department
- Updating relevant databases and website to keep information current including My Aged Care.
- Maintain the quality system for McMaugh Gardens including monitoring and oversight of audits, improvements, risks and feedback/complaints.
- Develop processes and policies to ensure efficient running of all administrative components of the facility
- Assist in the co-ordination, preparation and distribution of memos, reports, correspondence, agendas and other attachments as instructed.
- Carry out other duties as directed within the scope, skill and competence level of the position and employee.
- Develop and keep current all McMaugh Gardens literature and materials

Food safety program

- Ensure all kitchen staff adhere to the food safety program
- Ensure the Food Safety Program is reviewed regularly and is in line with legislative changes
- Review all Food safety records regularly and identify and act on any abnormalities
- Arrange for menu to be reviewed by dietician yearly
- Arrange training as needed for kitchen staff

Maintenance program

- Monitor maintenance program
- Review maintenance schedule in consultation with maintenance staff
- Review timeframes for maintenance requests
- Monitor licences for external tradespeople
- Ensure legislative maintenance requirements are attended
- Arrange training as needed for maintenance staff

Activities Program

- Monitor activities program to ensure a wide variety of activities are offered to residents
- Monitor documentation relating to the activities program
- Ensure all residents have appropriate access to activities program

Cleaning Program

- Monitor Cleaning program
- Monitor documentation relating to the cleaning program
- Arrange training as needed for cleaning staff

Key Tasks

As per those determined in the annual divisional review and within the essence of the positions core responsibilities, (as set out above), notwithstanding the need to review and alter the list in response to operational changes, workloads and staff development on an on-going basis. Where it is required that tasks need to be added/removed this will be clearly communicated to the incumbent.

Competencies and Accountability

A Grade 4 position is described as follows:

- (1) The employee may be required to work without supervision, with general guidance on progress and outcomes sought. Responsibility for the organisation of the work of others may be involved.
- (2) An employee at this grade applies knowledge with depth in some areas and a broad range of skills. There is a wide range of tasks, and the range and choice of actions required will usually be complex.
- (3) An employee at this grade applies competencies usually applied within routines, methods and procedures where discretion and judgement is required, for both self and others.

Performance Measures

As per those set out in the annual performance assessment. Performance measures are determined giving consideration to the desired corporate objectives of the organisation as set out in Corporate Service Plans and the broader community services delivery outcomes as detailed in Councils Operational Plan and Delivery Program.

Delegation of Authority

Delegations of Authority are detailed under separate official delegation instrument through the General Manager and are reviewed annually. The freedom to act and make decisions is governed by clear objectives and budgets with frequent prior consultation with management and a regular reporting mechanism to adhere to such objectives and budgets.

3 Terms and Conditions of Employment

Required personal attributes and qualities

- Leadership – The ability to demonstrate and provide leadership in the long term interests of the organisation.
- Understanding and acceptance of a change culture – The ability to embrace a continual change position and readily look to seek out and implement new initiatives for the betterment of the community and for the long term sustainability of Council's operations.
- Relationships – The ability to build effective and productive relationships within internal and external stakeholders.
- Commitment, attitude and application to duties – The ability to apply an appropriate level of commitment, attitude and application to duties which will result in measurable outputs and results against identified performance indicators.
- Professionalism – The ability to participate and contribute as a team member in a manner which is supportive and professional, including being respectful of differences of opinion, whilst maintaining the ability to accept the final determination.

- Cooperation and cohesion – The ability to maintain cooperation and cohesion when undertaking all duties in an environment where leadership is provided and professional standards are observed.
- Positive and proactive – The ability to maintain a positive and proactive disposition in times of contradiction and challenge to ones professional and ethical position.
- Practical and common sense approach – The ability to apply a practical and common sense approach to problem solving and to look for innovative solutions.
- Ethics, integrity and values – to always display ethics, integrity and values that reflect personal conduct beyond reproach.

Corporate Accountabilities

- Comply with all legislative requirements of the role.
- Personal and professional behavior is consistent with the values outlined in the Model Code of Conduct for Local Councils in NSW and the Uralla Shire Council Workplace Standards of Conduct.
- Adhere to Council plans, policies, protocols and (as required) actively document and revise procedures so they remain current and relevant.
- Store and maintain corporate records in Councils electronic document management system in accordance with relevant protocols, procedures and the State Records Act.
- Actively share information and knowledge on issues, training and practices to relevant staff.
- Identify and subsequently remove, mitigate against or minimize exposures to risk.
- Dress appropriately for the role, including wearing an appropriate uniform if required.

Perform as a Team Member

- Productively and cooperatively contribute to the outcomes of work teams.
- Attend and positively contribute to team meetings.
- Take responsibility for and manage own work and contribute to a productive team and work environment.
- Work cooperatively and proactively to achieve the objectives of Services Plans and the priorities identified in the Community Strategic Plan.
- Regularly review and appraise own performance against required levels.
- Undertake an annual performance assessment and contribute to the development of annual work and training plans.

Customer Service Responsibilities

- Comply with Councils Customer Service Charter and Standards.
- Be accessible and provide customers with clear and accurate information.
- Communicate with customers in a professional and courteous manner.
- Maintain a proactive flow of information with customers.
- Manage customer enquiries, complaints and record keeping within required timeframes.
- Maintain a high standard of personal hygiene and grooming.

Work Health and Safety Responsibilities

- Follow safe practices/procedures to perform your duties in a manner so as not to put yourself or others at risk of harm.
- Immediately report any hazards, incidents and accidents to the relevant supervisor and take appropriate action.
- Wear Personal Protective Equipment (PPE) in the prescribed manner and when specified.
- Participate in the development and review of Risk Assessments.
- Report all incidents and near misses.
- Comply with the return to work program.

EEO and Anti-discrimination Responsibilities

- Adhere to all legislation and follow all protocols and procedures.
- Act to prevent workplace harassment or discrimination and report any known incidents.

4 Selection Criteria

Required qualifications and licences

Certificate 3 in Business Administration or Cert IV in Aged Care or equivalent educational attainments and/or demonstrated experience in a similar role.

Class C Drivers licence.

Current First Aid Certificate and relevant immunisations such as Influenza and COVID-19

Current police check – or ability to obtain prior to commencement.

Essential Criteria

Demonstrated experience working in a similar position with multiple responsibilities across number of different service areas.

Understanding and ability to provide high quality administrative support including experience in quality improvement systems.

Experience with the use of the Microsoft Office suite of products and demonstrated broad computer literacy.

Sound interpersonal and organisational skills.

Demonstrated written and oral communication skills.

Demonstrated ability to identify and resolve problems.

Demonstrated ability to work as part of a team and individually.

Ability to responds quickly and effectively to work priorities

Desirable Criteria

Experience working in the Home or Residential Care systems.

5. Acknowledgment

I have received and read the position description as detailed above.

Name:

Date:

Signature:

Key tasks, performance measures and delegations of authority documents will be provided by your supervisor.

Please note- Position Descriptions are reviewed to maintain currency and may need to be altered from time to time. Any changes will only occur following consultation with the incumbent and will reflect the organisational requirements at the time.